



**General Overview: -**

Cashmere View is a Bupa facility, which provides rest home and hospital- including medical and psychogeriatric level care for up to 103 residents. Occupancy on the day of audit was 100 residents.

This unannounced surveillance audit was conducted against a sub-set of the relevant Health and Disability Standards and the contract with the district health board. The audit process included the review of policies and procedures, the review of residents and staff files, observations and interviews with residents, general practitioner, family, management and staff.

The facility is managed by an experienced facility manager who is supported by a clinical manager (registered nurse), registered nurses, care staff and Bupa regional manager.

This audit identified that the three previous certification audit findings around complaints, dementia unit standards and hot water temperatures have all been addressed.

The five previous findings related to the partial provisional audit of the new 24-bed psychogeriatric unit have been addressed. These include completing refurbishment, securing the garden and providing an update on the fire evacuation scheme.

This audit identified one improvement required around food storage and adherence to kitchen cleaning schedules.

Continuous improvement ratings have been awarded around quality and infection control.

**Health and Disability Sector Standards**

**Consumer Rights** - Communication with residents and families is appropriately managed and recorded. Complaints are managed and residents and families are aware of the complaints process.

Residents and relatives interviewed state that the staff and management are approachable and available. Residents' meetings are held monthly, providing an opportunity to feedback on the services. Families interviewed confirmed that they are informed of changes in health status and incidents/accidents. The service has in place a complaints policy and procedure that aligns with Code 10 of the Code of Rights. Complaint forms are available at the entrance of the service. Staff are aware of the complaints process and to whom they should direct complaints. A complaints folder has been maintained. Complaints reviewed showed the appropriate acknowledgement, investigation and resolution within the required timeframes. Residents and family members advised that they are aware of the complaints procedure and how to access forms.

**Organisational Management** - Cashmere View is implementing the organisational quality and risk management system that supports the provision of clinical care. Key components of the quality management system link to a number of meetings including quality meetings. An annual resident/relative satisfaction survey is completed and there are regular relative newsletters. Quality and risk performance is reported across the facility meetings and to the organisation's management team. Quality initiatives are implemented which provide evidence of improved services for residents. Cashmere View is benchmarked in three of four of the Bupa benchmarking groups (hospital, rest home and psychogeriatric). There are human resources policies to guide practice and an orientation programme that provides new staff with relevant information for safe work practice. The in-service training programme covers relevant aspects of care. External training is supported. The organisational staffing policy aligns with contractual requirements and includes skill mixes.

**Continuum of Service Delivery** - Assessments, care plans and reviews are completed by the registered nurses within the required timeframes. Each resident has access to an individual and group activities programme. The group programme is varied and interesting. Medication are prescribed and stored appropriately in line with legislation and guidelines. General practitioners review residents at least three-monthly or more frequently if needed. Meals are prepared on-site. The menu is varied and appropriate. Individual and special dietary needs are catered for. Alternative options are provided. Snacks are available in the psychogeriatric units.

**Safe and Appropriate Environment** - The service displays a current building warrant of fitness. The new psychogeriatric unit has been completed and commissioned and provides a safe and appropriate environment for people requiring psychogeriatric care.

## **Restraint Minimisation and Safe Practice**

The service has restraint minimisation and safe practice policies and procedures in place. Staff receive training around restraint minimisation and the management of challenging behaviour. No residents had enablers and 13 residents (12 at psychogeriatric level of care had lap-belt restraints and 1 hospital resident had a bed rail).

## **Infection Prevention and Control**

The infection control coordinator uses the information obtained through surveillance to determine infection control activities, resources and education needs within the facility. This includes audits of the facility, hand hygiene and surveillance of infection control events and infections. The service engages in benchmarking with other Bupa facilities. Staff receive ongoing training in infection control.

<b>Total out of 101 HDSS criteria reviewed (NB: ARC contract criteria reviewed at audit are not counted here)</b>	<b>CI</b>	<b>FA</b>	<b>PA</b>	<b>UA</b>	<b>NA</b>
	2	39	1	0	59

**Continuous Improvement (CI)** - *Criterion are fully attained, with the service demonstrating continued review and improvement in this area.*

**Fully Attained (FA)** - *The care home can clearly demonstrate the implementation of processes, systems and structures that meet the criterion.*

**Partially Attained (PA)** - *There is evidence of processes and systems without required supporting documentation or evidence of a documented process but the care home is unable to demonstrate full implementation*

**Unattained (UA)** - *The care home is unable to demonstrate appropriate processes, systems or structures to meet the criterion.*

**Not Audited or Not Applicable (NA)**